

Task Order 139 – Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report Deliverable 139.1.1e

Period Ending: 10/31/03



F E D E R A L
S T U D E N T A I D

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Introduction

This is the October monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

****Note:** Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Wed – October 1	100%	
Thurs – October 2	100%	
Fri – October 3	100%	
Mon – October 6	100%	
Tues – October 7	100%	
Wed – October 8	100%	
Thurs – October 9	100%	
Fri – October 10	100%	
Mon – October 13	100%	
Tues – October 14	100%	
Wed– October 15	100%	
Thurs – October 16	100%	
Fri – October 17	100%	
Mon – October 18	100%	
Tues – October 19	100%	
Wed– October 22	100%	
Thurs – October 23	100%	
Fri – October 24	100%	
Mon – October 27	100%	
Tues – October 28	100%	
Wed – October 29	100%	
Thurs – October 30	100%	
Fri – October 31	100%	



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Financial Partners (FP) Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for September with monthly data feeds from NSLDS and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP SIR requests.
- Complete October FP monthly data load and bi-weekly FMS loading.



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Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	0	9	1	10
New	0	1	0	1
Closed	0	2	1	3
End of Month Balance	0	8	0	8

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	1	5	0	6
New	2	0	0	2
Closed	3	2	0	5
End of Month Balance	0	3	0	3

Note: SIRs in POSTPONED status are not reflected in these numbers



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Help Desk Request Summary (FP)

Total Processed Requests: 19

ID	STATE	TITLE	PRIORITY	TYPE OF REQ	OPEN	CLOSED
253	Assigned	1.2.6 GA Fee Payments	2. Medium	Change Request	07/30/02	
254	Assigned	1.2.6.1 GA Requested and Paid Fees	2. Medium	Change Request	07/30/02	
255	Assigned	1.2.7 GA Fee Payments History Report	2. Medium	Change Request	07/30/02	
389	Assigned	GA Monthly / Quarterly Report	2. Medium	Help Desk Request	2/25/03	
438	Assigned	Lender Scorecard - State / LID Trigger	2. Medium	Help Desk Request	04/25/03	
442	Assigned	Missing data and prompts need updating	2. Medium	Change Request	04/29/03	
446	Closed	Lender Scorecard Analysis Report	2. Medium	Change Request	04/29/03	10/19/03
448	Closed	Servicer Lender Portfolio Report	2. Medium	Change Request	04/29/03	10/19/03
449	Assigned	FMS-NSLDS Cross-Check	2. Medium	Change Request	04/30/03	
450	Assigned	Lender Scorecard - Origination Fee Variance	2. Medium	Change Request	04/30/03	
458	Assigned	Capitalized Interest Report - SI #12	2. Medium	Help Desk Request	05/27/03	
472	Closed	SERVICER - LENDER REPORT: LID Display	2. Medium	Help Desk Request	06/25/03	10/19/03
473	Closed	Form 2000 - Integration Testing with FPDM	1. High	Help Desk Request	06/25/03	10/04/03
483	Closed	Lender 799 Reports Produce Different Results	2. Medium	Help Desk Request	07/09/03	10/04/03
484	Assigned	GA Monthly Trigger Rate Report Metrics	2. Medium	Help Desk Request	07/09/03	
495	Closed	Re-write the ASP code in the changePassword.asp	3. Low	Change Request	08/26/03	10/19/03
510	Assigned	Reset Kathy's Heinrich's ID	1. High	Help Desk Request	10/1/03	10/1/03
512	Closed	Reset Christopher Ward's password	1. High	Help Desk Request	10/15/03	10/15/03
513	Assigned	Applied Quarter Date Display	2. Medium	Change Request	10/28/03	



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Financial Partners Data Mart Requests

Total Open Requests: 11

ID: MPOps00000253 **Title:** 1.2.6 GA Fee Payments

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:29:17PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description: Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date.



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It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up the same, the value is: \$325,031,666. Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben"

<Ben.Chiu@ed.gov> wrote:

> Hi Tina

>

> I agree. It should be the same as adding the Federal, Operating and Restricted funds ending balances from the annual report to get the portofolio balance. I believe I used GA706 when I checked the figures.

Ben

> -----Original Message-----

> From: Tina Liu [mailto:sli_tina@yahoo.com]

> Sent: Thursday, August 22, 2002 10:57 AM

> To: ben.chiu@ed.gov

> Cc: Mark Mandrella; Al Bradley

> Subject: GA Fee Payments: Portfolio balances

>

>

> Hi Ben,

>

> Thank you for attending the meeting today. I checked the calculation of Portfolio balances in the report GA Fee Payments, it seems it should be the same as adding up principal, interest, and other ending balances all together from Form 2000 annual report. Can you give us an example GA ID for this problem?

>

> Thanks

> Tina



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===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to use INVOICE_NUM from table ap_invoices_all to aggregate on requested and paid fees for a specific fiscal year. Can FMS send us the exact format of INVOICE_NUM for all types of invoices?
2. How FMS determine the actual invoice type (VFA, LPIF, AMF, etc.) for a manual invoice entry?
3. What is the relationship between table ffelga_soa_reports and ap_invoice_payments_all? Suppose we add up all types of payments for an individual GA during fiscal year 2001 from table ap_invoice_payments_all, can we get the same amount from table ffelga_soa_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth Kundapur sent the SQL statements behind the scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email to Todd Kaywood on 8/2/02, asking for SQL query behind generating the following FMS reports (quote from Ben Chiu's email):

For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF payments, I ran "SFA GA SOA NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".



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ID: MPOps00000254 **Title:** 1.2.6.1 GA Requested and Paid Fees

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:30:32PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description: All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice. The Requested AMF is inaccurate since it matches Paid AMF, which we know is wrong. Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.



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===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).



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ID: MPOps00000255 **Title:** 1.2.7 GA Fee Payments History Report

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:32:26PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description: All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice. The Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.



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===== State: Assigned by:smconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

ID: MPOps00000389 **Title:** GA Monthly / Quarterly Report

State: Assigned **Priority:** 2. Medium

Open: 2/25/2003 3:52:30PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description: The GA Monthly / Quarterly Report's monthly Principal, Interest, and Other Amounts do not accurately match Monthly / Quarterly captured by non-MicroStrategy reports from FMS.

Systematic approach will be taken to determine whether:

- 1) MicroStrategy and / or Informatica is out-of-synch with FMS;
- 2) FMS reports are out-of-synch with FMS.

Activity Log:

===== State: Assigned by:lphillips at 9/4/2003 10:33:44 AM =====

8/29 - Sent an email to Nettie to understand why monthly and quarterly reports are not listing the same line sub-items.

ID: MPOps00000438 **Title:** Lender Scorecard - State / LID Trigger

State: Assigned **Priority:** 2. Medium

Open: 4/25/2003 3:10:19PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136

Assigned to: Keisha Contee, 202-962-0655

Description: When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:

11/03 - Nettie and Keisha have met to discuss the functionality of the report and triggers. Keisha is working on a fix.

===== State: Assigned by:lphillips at 9/4/2003 10:36:51 AM =====

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====



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(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed to be tested much more than we were able to last year. On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came from old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

ID: MPOps00000442 **Title:** Missing data and prompts need updating

State: Assigned **Priority:** 2. Medium

Open: 4/29/2003 7:25:25PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description: The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans

Default Dollars Paid to Lenders

Loan Volume Commitment

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:

The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays

'QTR_ENDING_CALENDAR_MONTH' in the example format of 1972 September 20. The currently displayed prompts are in the format of FISCAL_QTR_LONG_DESC, e.g. '1972 FQ4'

Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.

ID: MPOps00000449 **Title:** FMS-NSLDS Cross-Check

State: Assigned **Priority:** 2. Medium

Open: 4/30/2003 1:36:49PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description: One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative to come up with the annual number.

Activity Log:

11/03 - Keisha is working on a fix.

8/29 - Report has been disabled per the request of Power User community.

===== State: Assigned by:lphillips at 9/4/2003 10:39:40 AM =====



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ID: MPOps00000450 **Title:** Lender Scorecard - Origination Fee Variance

State: Assigned **Priority:** 2. Medium

Open: 4/30/2003 6:00:53PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description: The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of \$27,000.78 it is reporting \$2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:

11/03 The report is working as it should. However, there are some subsets of data that report differently. Nettie would like for this SIR to remain open until we can understand why these subsets are reporting differently.

===== State: Assigned by:kcontee at 9/8/2003 4:10:34 PM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

9/8 KC: Test out SIR 450. I changed the fields so that they report the correct data. This may have resolved the issue with the incorrect decimal placement. You can test Lender Virginia: 802560 Suntrust Bank. I know we were reporting incorrect information for this Lender before the change.

===== State: Assigned by:lphillips at 9/4/2003 10:40:50 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

===== State: Assigned by:smcconaghie at 9/3/2003 8:36:38 AM =====

===== State: Assigned by:kcontee at 7/29/2003 9:54:27 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination feeVariance report in Test. Please verify.

NC:Attached are a couple of interesting finds for you to review: Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change. Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in he FP Datamart. There are no decimal places in these numbers. Should this be the case?

7/24 - KC: After research, I found that the report is working properly. But, I believe the data for 802560 / Dec 1999 quarter was improperly loaded. Refer to spreadsheets FPDM 801895 and MSTR 801895. The first spreadsheet shows what is in the FPDM while the second shows what is in MSTR. From analyzing this data, it seems to me that the data in FPDM is rounded to the nearest dollar and the report reports this figure. Now, refer to spreadsheets FPDM 802560 and MSTR 802560. Afteranalyzing this data, it seems to be doing the same thing as the noted above. But, we know 2,700,078.00 is not the correct figure. The correct figure should be 27,000.78. But, the report is not formatted to have decimal places. If we made that change, all the data would change as did in my previous attempt at a fix. I think the data was not rounded and loaded properly. I will have to do more research to decide if this assumption is true. If it is true, we will need to correct the bad



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data. Can you check the other quarters for 80260 to see if they are reporting correctly? Please let me know if you see any other data that looks incorrect.

===== State: Assigned by:kcontee at 7/14/2003 3:52:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

Attached are a couple of interesting finds for you to review:

Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change. Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case. Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in the FP Datamart. There are no decimal places in these numbers. Should this be the case?

===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

ID: MPOps00000458 **Title:** Capitalized Interest Report - SI #12

State: Assigned **Priority:** 2. Medium

Open: 5/27/2003 8:20:25PM **Target Date:**

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Keisha Contee, 202-962-0655

Description: Enhancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

Activity Log:

11/03 Keisha is working on a fix for this issue.

8/29 - Will refer to SIR 229 for more information.

===== State: Assigned by:lphillips at 9/4/2003 10:41:32 AM =====



Task Order 139 – Data Mart Operations

ID: MPOps00000484 **Title:** GA Monthly Trigger Rate Report Metrics

State: Assigned **Priority:** 2. Medium

Open: 7/9/2003 **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description: This report doesn't not seem to be calculating the correct metrics for columns Trigger Rate Monthly and FYTD.

Activity Log:

===== State: Assigned by:kcontee at 11/3/2003 11:43:37 AM =====

11/03 Keisha is working on a fix for this issue.

ID: MPOps00000513 **Title:** Applied Quarter Date Display

State: Assigned **Priority:** 2. Medium

Open: 10/28/2003 **Target Date:**

Requestor: Jerry Wallace, 214-880-3087

Assigned to: Keisha Contee, 202-962-0655

Description: The Applied Quarter on the Special Allowance report is not displayed as a date (ie. June 30, 1995. The user would like for this attribute to be displayed as a date.

Activity Log:

11/03 Keisha is working on a fix for this issue.



Task Order 139 – Data Mart Operations

Credit Management (CM) Data Mart Operations Status

Work Accomplished During This Period

- Completed load/reconciliation of Demographic data for September in Production environment.
- Completed load/reconciliation/aggregations of Financial data for September in the Production Environment.
- Begin loading Financial data for October data as it was received from FMS in the Production Environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete Load/Reconcile data for October for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for October in Production environment.
- Run full aggregation in Production for October data (aggregations with Demographic data).
- Begin loading November data as it is received from FMS in the Production Environment.



Task Order 139 – Data Mart Operations

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	0	0	0	0

Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	2	0	2
New	0	0	1	0	1
Closed	0	0	2	0	2
End of Month Balance	0	0	1	0	1

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	0	0	0	0

System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	1	0	1
Closed	0	0	1	0	1
End of Month Balance	0	0	0	0	0

Note: SIRs in POSTPONED status are not reflected in these numbers



Task Order 139 – Data Mart Operations

Help Desk Request Summary (CM)

Total Processed Requests: 4

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
494	Closed	Data Request (Multiple)	Portfolio Summary by Transaction Code	3. Within 15 Business Days	8/25/2003	10/30/2003
503	Closed	Data Request (Multiple)	Megarecord Data Extract	3. Within 15 Business Days	9/9/2003	10/20/2003
511	Closed	System Change	Add disbrsmnt_app_dt	3. Within 15 Business Days	10/3/2003	10/20/2003
514	Assigned	Data Request ((Multiple)	Improve delinquent loan by state report performance	3. Within 15 Business Days	10/30/2003	



Task Order 139 – Data Mart Operations

Credit Management Data Mart Requests

Total Open Requests: 1

ID: MPOps00000514 **Title:** Improve delinquent loan by state report permance

State: Assigned **Priority:** 3. Withing 15 business days

Open: 10/30/2003 **Target Date:**

Requestor: Andy Cho, 202-377-3493

Assigned to: Al Bradley, 202-962-0661

Description: A. Cho's report on delinquent loan count by state and loan type takes over 10 hours to complete. The operations team is investigating options to improve performance. Initital suggestions or to create a view or table that is similar to F_LOAN, but that only contains delinquent loans.

Activity Log:

===== State: Assigned by:abradley at 11/3/2003 11:25:49 AM =====

Table F_LOAN_DEL has been created in Test environment. Table has same structure as F_LOAN but contains only delinquent loans; defined as DELINQUENT_DAY_CNT >= 31 AND CURR_LOAN_STATUS_ID BETWEEN 30 AND 69. Report time has been significantly reduced(down to 1 hour). A report based off of this table has been created in the CMDM Test environment. Andy Cho is testing.